



**Delaware Department of Technology and Information**

# **FY 2020 Joint Finance Committee Presentation**

**James Collins, CIO, Delaware Department of Technology and Information  
January 31, 2019**







**High-Speed Connectivity**



**IT Centralization**



**Data Analytics**



# Steps to Delivering Digital Government



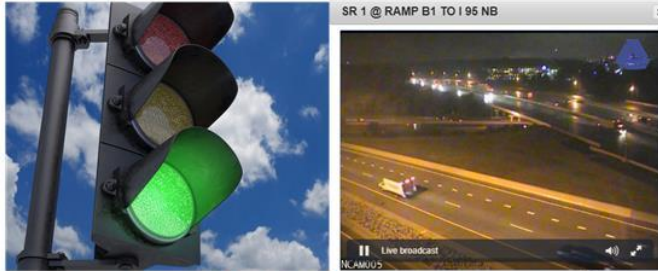
A photograph of Governor John Carney speaking at a podium during a public event. He is wearing a light blue shirt and a dark tie. Behind him are two large maps on tripods. The map on the left is titled "Coverage from Eastern Public Safety Zone" and shows a topographic map of a coastal area. The map on the right is titled "Proposed Wireless Broadband Improvement Areas" and shows a map of Delaware with a red-shaded "Targeted Area" in the southern part of the state. The background is a white tent structure. The image has a blue tint and a semi-transparent dark blue overlay at the top and bottom.

Ensuring that every Delaware resident  
and business has access to  
**high-speed internet service**

GOVERNOR  
JOHN CARNEY 



# The State's Broadband Network



DelDOT Intelligent Highway Systems



Delaware 911 Centers



Delaware Citizen & Business Online Services



*Connecting the  
World to Delaware  
Citizen & Business  
Services*



*Connecting Delaware  
Students to the World*



Delaware State Agencies



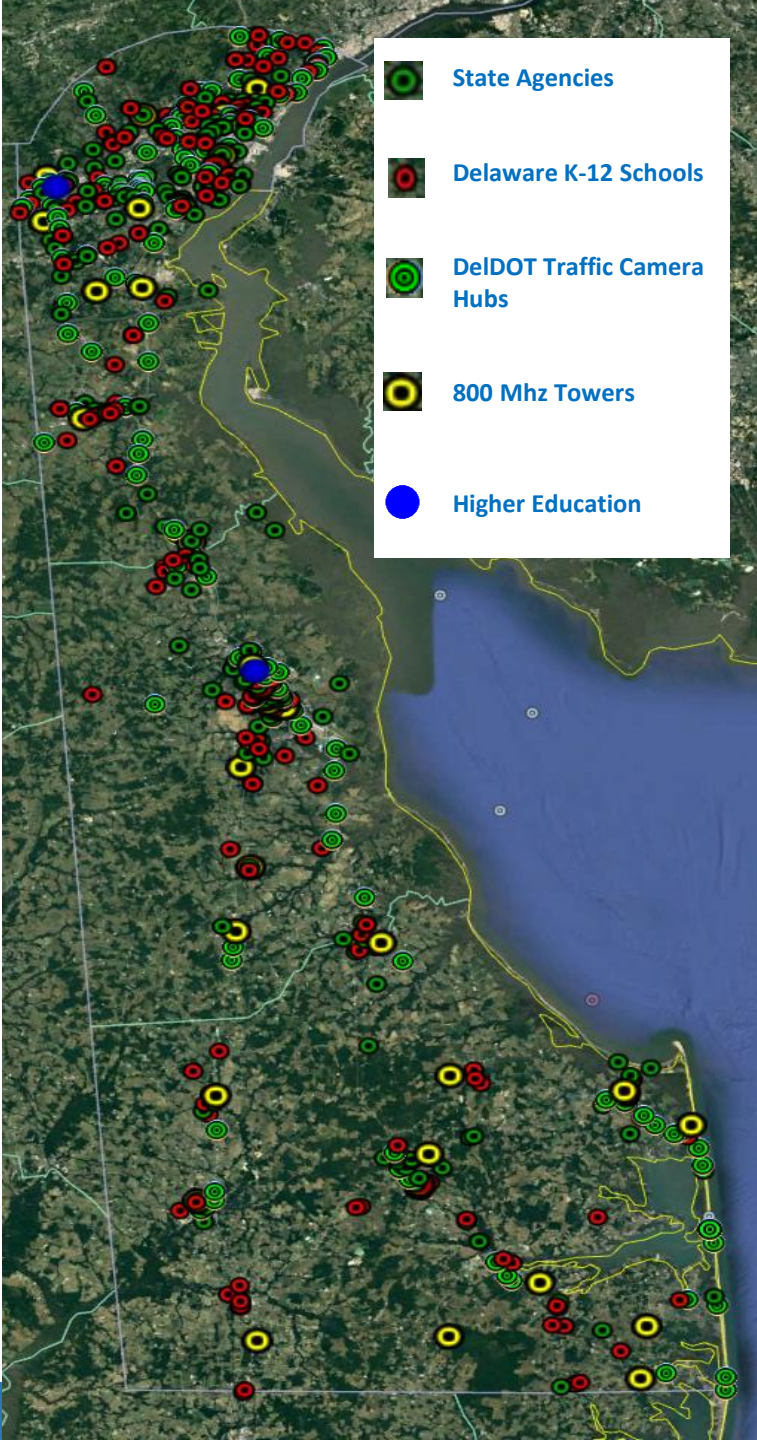
Delaware State Police



Delaware  
Schools



# Who Utilizes the State's Network?



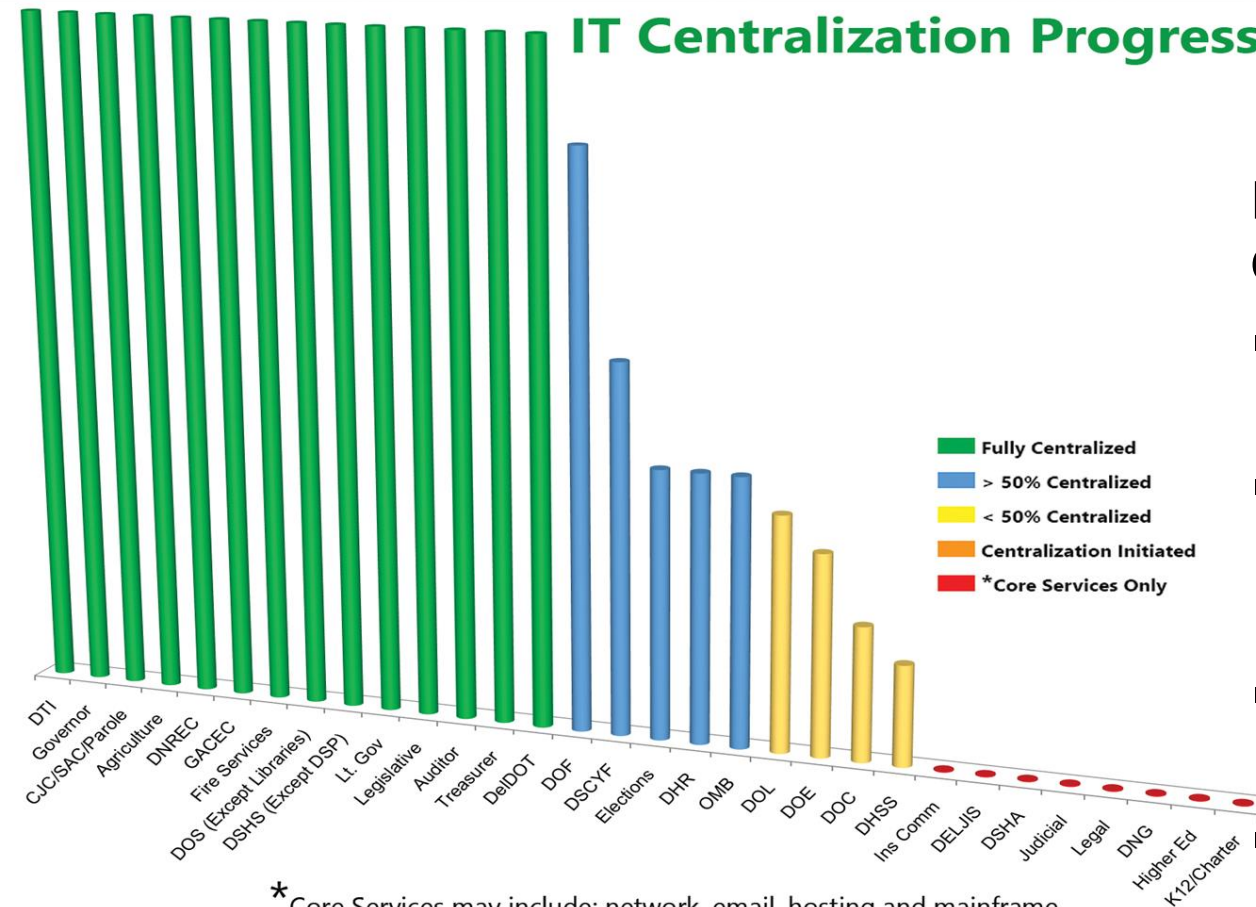
K-12 Schools	226
State Agencies & Police Departments	350
DeIDOT Traffic Cameras & Highway Systems	200
DivComm 800 MHz Towers	10
Vehicles	
DSP	500
DNREC	5
DeIDOT	1,000





# IT Centralization

## IT Centralization Progress



## Maturing Delaware's IT Centralization effort:

- Statewide IT assessment completed,
- Enterprise strategy for risk mitigation and efficiency,
- Services and rate standardization,
- Resource centralization,
- Enterprise governance,
- Centralized vendor management.

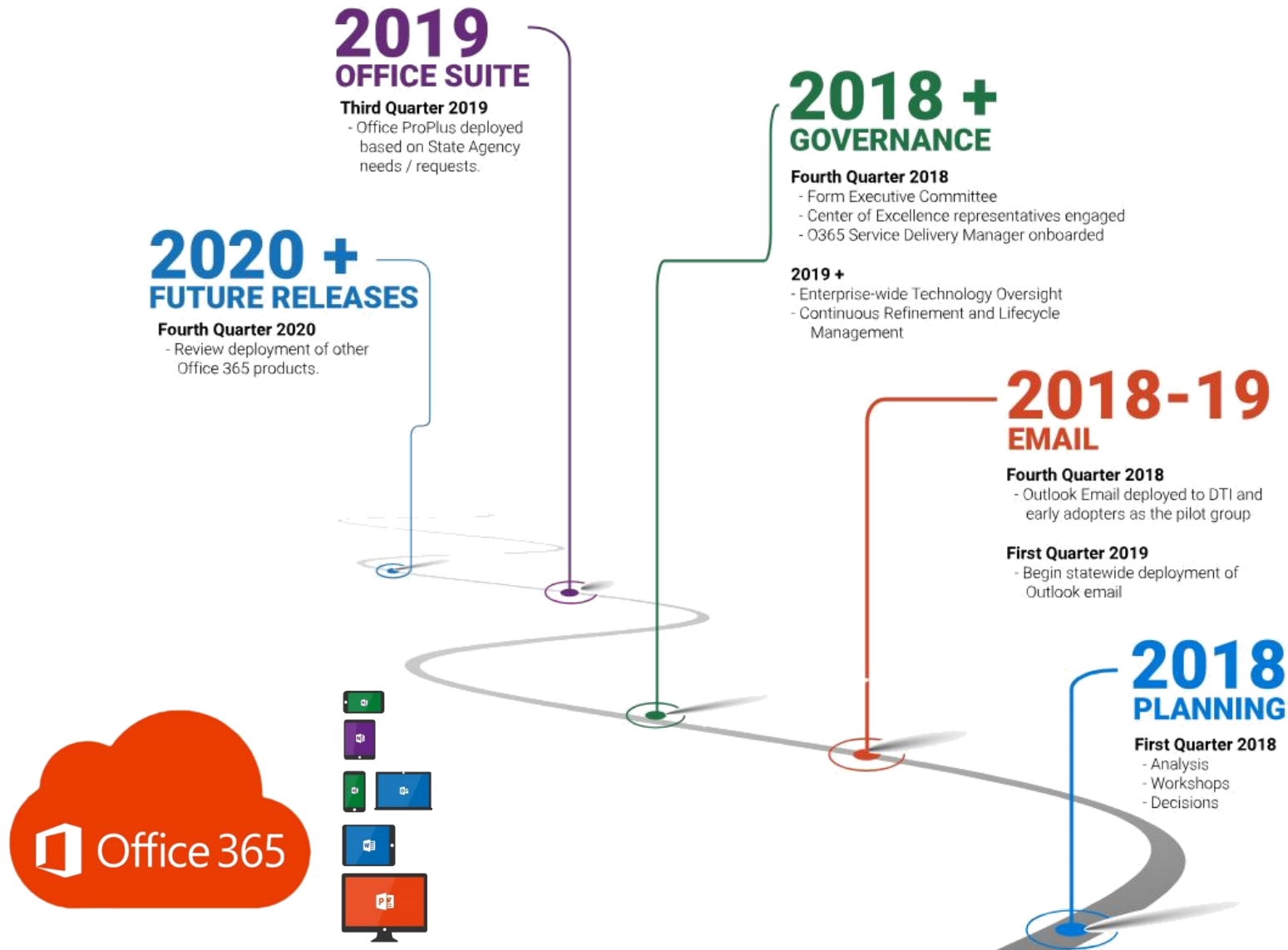


# Legislative Hall Centralization





# Delaware is moving to the Microsoft Cloud.



<https://office365.delaware.gov>



# Key Excipio Findings

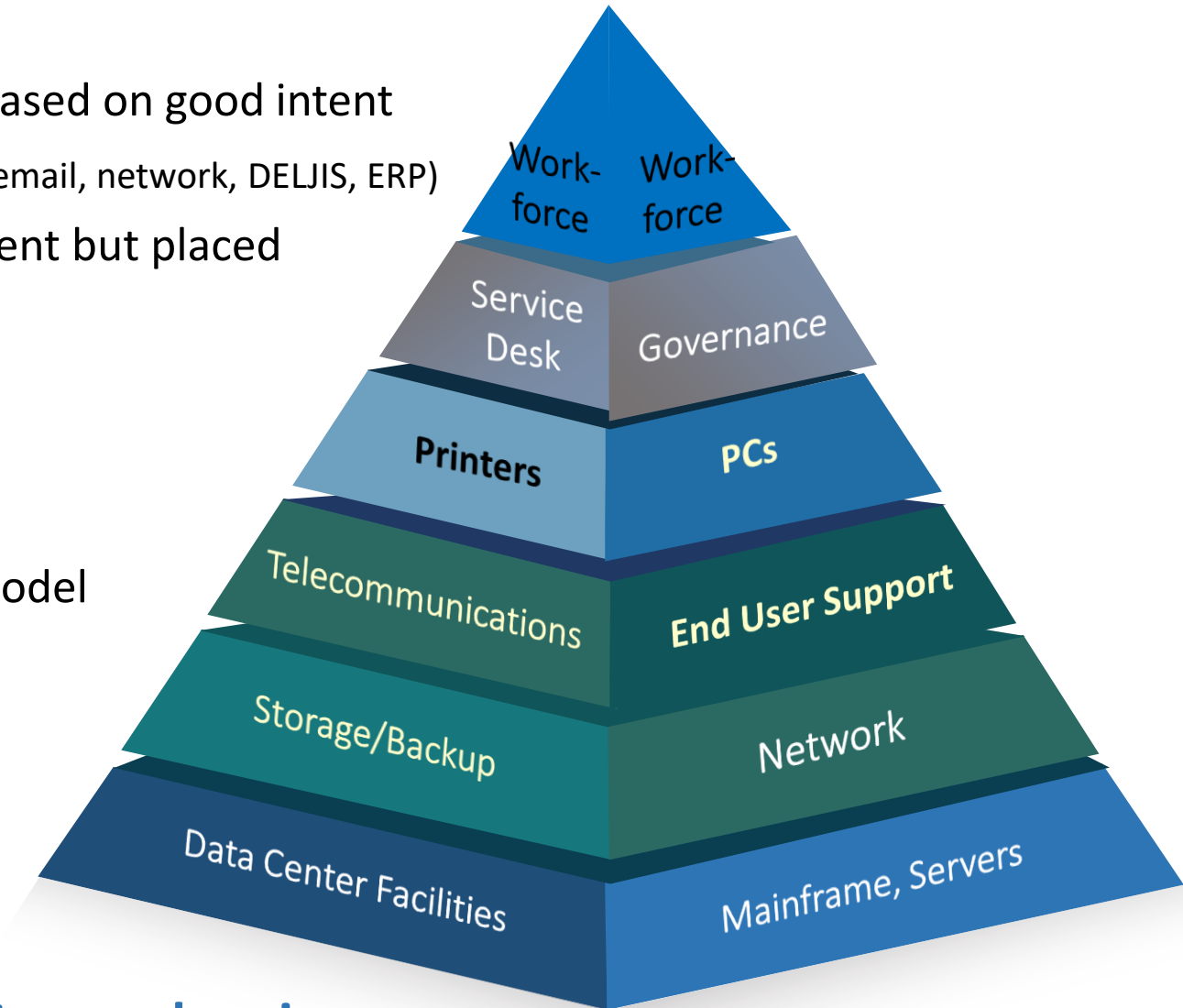
## Current Environment

- Centralization strategy based on good intent
- Enterprise services (e.g., email, network, DELJIS, ERP)
- Technical teams competent but placed in difficult structure

## Significant Issues

- Inefficient technology model
- Unenforced standards
- Outdated equipment
- Security risks
- Immature shared services model

🔑 Potential for \$11M annual savings





# Recommended Next Steps





# IT Efficiency — Status and Timeline

**2021 +**

## **ENTERPRISE IT**

- Evaluate new technology
- Data Center Model
- Mainframe Model

**2020 +**

## **VENDOR MANAGEMENT**

- IT Governance Model Operational
- Staff Migration Plan Completed
- DTI Delivers or Brokers all IT Services
- Digital Government Enhancements
- Refine Data Center strategy
- Refine Mainframe strategy

**2019 Q3-Q4**

## **IT GOVERNANCE EMPANELED**

- Engage IT Governance Representatives
- Initiate Staff Migration Plan
- Service Catalog Linked to Chargeback Model
- Initiate Standardized Service Level Agreements
- Initiate Standardized Statements of Work
- Data Center Planning
- Mainframe Planning

**2019 Q1-Q2**

## **LEGISLATIVE ACTION**

- Desktop-as-a-Service Contract
- Contract Review Continues
- Update DTI Enabling Statute
- Refine Chargeback Model
- Refine IT Governance Model
- Finalize Staff Migration Plan

**2018 Q4**

## **PLANNING**

- Staff Planning
- Contract Review
- Desktop-as-a-Service
- Chargeback Model
- Governance Model

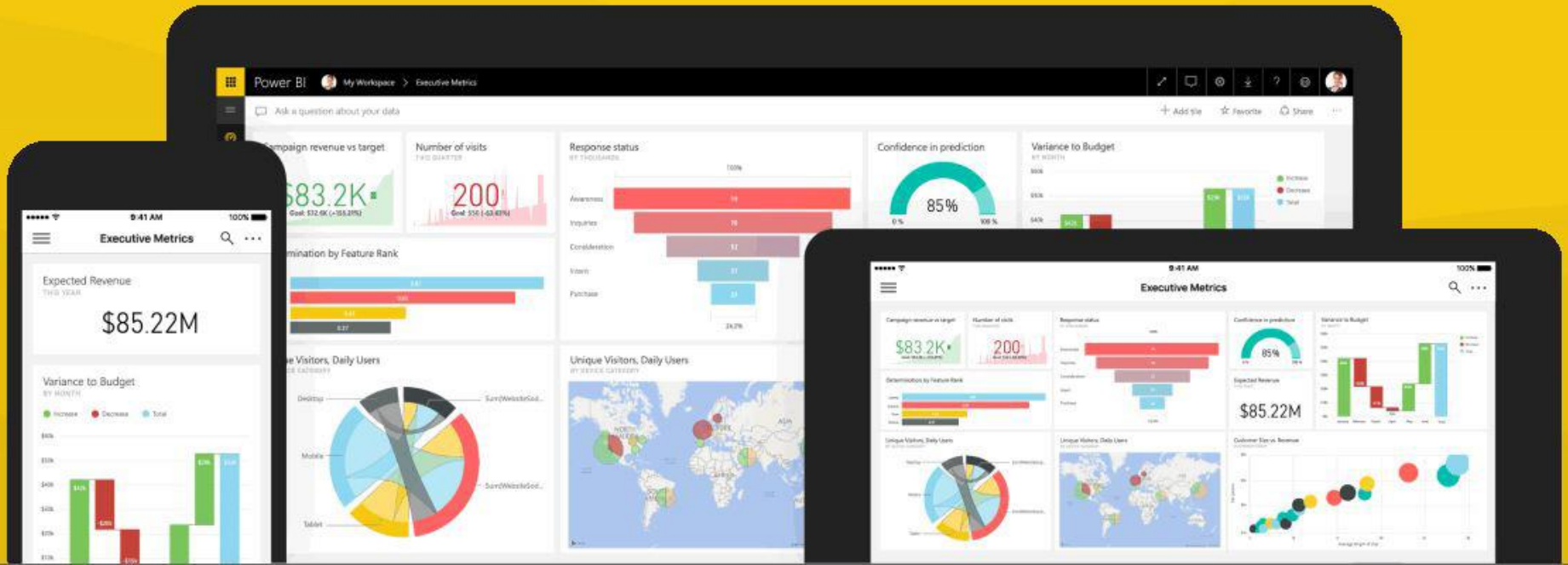
*Timeline/actual implementation is dependent on successful legislative update to DTI enabling statute.*



# Harnessing the Power of Data Analytics

## Business intelligence like never before

Go from data to insights in minutes.  
Any data, any way, anywhere. And all in one  
view.





# Data-sharing agreement saves Texas \$90 million





# Governor's Recommended DTI FY20 Operating Budget

<b>FY 2019 General Fund Budget</b>	<b>\$42,419,600</b>
• Reallocated ITC Positions (4)	*\$123,700
• State Salary Policy Contingency	\$482,600
• Statewide Data Analytics Services	\$243,400
• DHR Centralization (3 Positions)	-\$271,000
• Fleet Reduction	-\$2,300
<b>FY 2020 General Fund Budget</b>	<b>\$42,996,000</b>

\* From DNREC (2 GF) and Finance (2 ASF)



# Governor's Recommended DTI FY20 Capital Budget

## Upgraded Network Hardware

LOCATION	FUNDING
William Penn Data Center	\$1,000,000
Biggs Data Center	\$1,000,000
UDel Data Center	\$600,000
TMC Data Center	\$600,000
Rt. 40 Fiber Hub	\$600,000
Georgetown Fiber Hub	\$600,000
401 N. Broad Colocation Facility	\$600,000
<b>TOTAL</b>	<b>\$5,000,000*</b>

**\*\$2.5M received in FY19; FY20 request reflects the balance.**



# State of Delaware Open Checkbook

Welcome to the Delaware Open Checkbook!

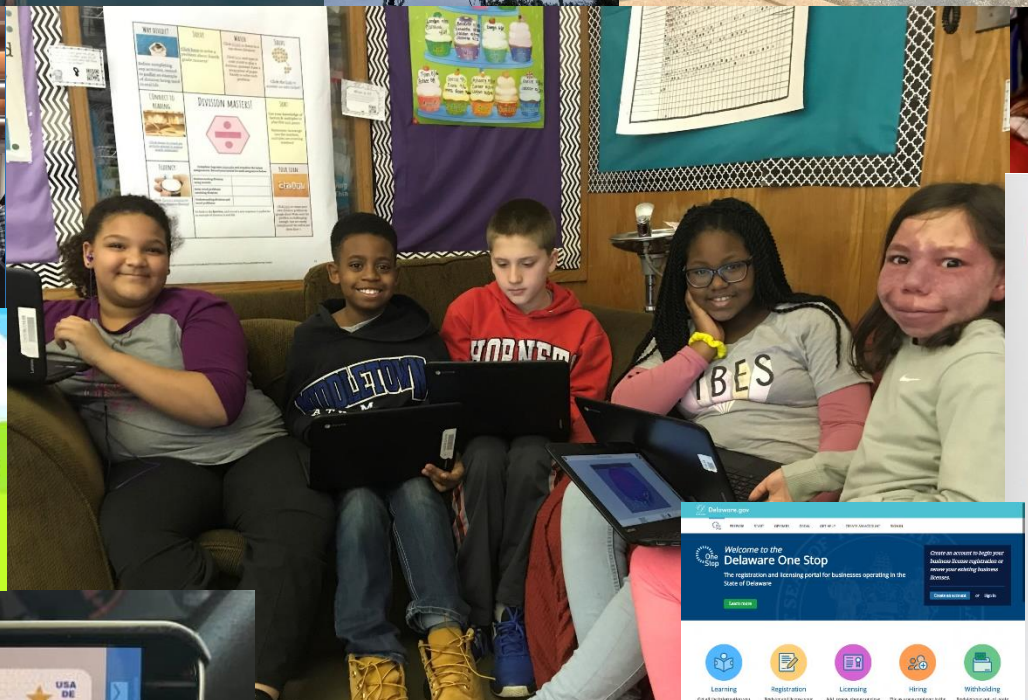
We all pay taxes, but do you know where tax dollars come from and where they go? We invite you to find out where deficits or surpluses come from. Find out how much was paid for a particular vendor or program. Find out what to expect in future years.

Our doors are always open because...

*It's your money, and you have a right to know.*



**DELDOT APP**  
Provides commuters and travelers with real time information for Delaware roadways



In Delaware, **CALL 911** if you can.

**TEXT 911 IF YOU CAN'T.**

**WHAT IS "TEXT-TO-911"?**

Text-to-9-1-1 is the ability to send a text message to 911 from your mobile phone or handheld device. Messages are routed to the appropriate Delaware 911 center, in a designated queue.

- Text-to-9-1-1 is not available everywhere, and it's not always available when roaming.
- You must subscribe to your wireless carrier's text or data plan in order to make or receive text messages. Standard text messaging rates apply.
- If Text-to-9-1-1 is not available in your area, or is temporarily unavailable, you should receive a message indicating this, plus instructions on how to contact 911 by other means.
- If you do not receive a text response from 911, try to contact 911 another way.

**HOW DO I TEXT 911?**

- Enter the number "911" in the "To" or "Recipient" field. The first text to 911 should be short, include the location of the emergency, and ask for police, fire, or ambulance.
- Answer questions and follow instructions from the 911 call center.
- Text in simple words – no abbreviations, emojis or slang.
- Keep all text messages short.
- **DO NOT TEXT AND DRIVE.**

**WHY IS CALLING 911 STILL THE BEST OPTION?**

- Voice calls are real-time communication, and Text-to-9-1-1 is not. As with all text messages, messages to 911 may take longer to receive, may get out of order, or may not be received at all.
- Photos and videos cannot be sent to 911 at this time.
- Text-to-9-1-1 cannot include more than one person. If you include anyone else on your text, it may not be received.
- Text GPS location information is not equal to current wireless-location technology.

**WHO SHOULD TEXT 911?**

Text-to-9-1-1 is intended for use in three emergency scenarios:

- For an individual who is dead, hard of hearing, or has a speech disability.
- For someone who is in a situation where it is not safe to place a voice call to 911.
- A medical emergency that renders the person incapable of speech.

**WARNING TO PRANK TEXTERS:** Text-to-9-1-1 is for use in an emergency only. Prank texters can be identified and prosecuted according to local laws and regulations.

**NOTE TO CALLERS:** The preferred language for texting to 911 is English.

**VOICE CALLS TO 911 ARE STILL THE BEST AND FASTEST WAY TO CONTACT 911.**



**Welcome to the Delaware One Stop**

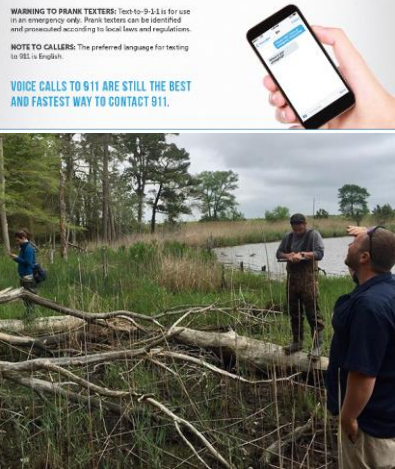
The registration and licensing portal for businesses operating in the State of Delaware.

- Learning** - Get the information you need to get started.
- Registration** - Register your business in Delaware.
- Licensing** - Apply for and obtain the licenses you need.
- Hiring** - Hire employees in Delaware.
- Withholding** - Register for and pay withholding taxes.

**Looking for more information?**

Delaware.gov has a variety of resources for businesses operating in the State of Delaware.

- Get the information you need to get started:**
  - Review the information on this page.
  - Review the information on the Delaware.gov website.
  - Review the information on the Delaware.gov website.
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# Contact Information



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[www.digiknow.dti.delaware.gov](http://www.digiknow.dti.delaware.gov)

